



# Billing Policies

At The Shafer Center, we strive to exceed expectations in care and service and make your experience with us as easy as possible. Our goal is to provide exceptional care and in order to do so we have created the following billing policies. These policies are to outline responsibilities in a clear manner. Please feel free to contact us with any questions.

## Billing Policies

- You will be required to complete the application and provide a copy of the insurance policy holder's driver's license and insurance card.
- We will contact your insurance company to verify your benefits. If there seems to be an issue with your insurance coverage we will let you know so that you may contact them. We cannot be held responsible for inaccurate, incomplete, or misleading information supplied by your insurance company.
- Your health insurance coverage is an agreement between you and your insurance company. We cannot be held responsible for decisions made by your insurance company regarding those services that are paid, denied, or reduced.
- From time to time, the benefits associated with your health insurance may change. It is critical that you communicate with us if your benefits are changing. We cannot be held responsible for claims that were or denied due to suspension, cancellation, change or modification of your health insurance.
- Some insurance plans may require a referral from your primary care provider. If your insurance plan has this requirement, it is your responsibility to obtain the necessary referral prior to the time of service. If a referral is not obtained, you will be personally responsible for payment of all services that were reduced or denied due to the lack of proper referral. We cannot be held responsible for reduced or denied claims caused by your failure to obtain a referral.
- Your insurance plan may require pre-authorization in order for certain services to be considered. If this is the case, then we will complete the necessary paperwork and submit this to your insurance company for their review and determination. Your insurance company may or may not approve the full amount of the benefits we request. You will be personally responsible for payment of all services that were denied or not paid. We cannot be held responsible for reduced or denied claims because your insurance company did not authorize the service(s). This is your responsibility.
- We participate as an in-network provider of CareFirst as well as a few other insurance companies as an out-of-network provider. If your health insurance plan is one we participate with then we agree to accept your insurance company's fee schedule for all covered services. If any of the services you receive are determined to be not covered, for whatever reason, you will be personally responsible to pay for those services according to our regular fee schedule.
- In certain situations, your insurance company may deny payment or reduce benefits for reasons that seem unfair. We cannot assume responsibility for their decisions. We will fully cooperate with you in the event you choose to appeal an unfavorable determination. However, you are responsible for all current and previously denied claims/fees while an appeal is pending. In the event that you receive a reversal of your insurance company's original determination and benefits are paid, we will promptly refund to you any overpayments that have been made.
- We do not accept Medicare, Medicaid or Medical Assistance.
- We do not accept secondary insurance.
- Statements are sent every 4-6 weeks and payment is due within 30 days. If payment is not made, then the account will be turned over to our attorney for collection. In that case, you will be obligated to pay all cost of collection, which include but are not limited to attorney's fees as well as potential late fees.



## Billing Policies

- Late Drop off: If the patient is late for scheduled services, where late is defined as seven (7) minutes late for the start of a session, then the parent must wait with their child until the next quarter of an hour. If the services are happening off site and the parent is late, using the same definition, the parent will be charged for that 15 minute interval at a rate of \$43.00 per hour.
- Late Pick up: If a parent is more than six (6) minutes late from their scheduled pick up time than the parent will be charged \$43.00 per hour.

### Receipt and Acknowledgement Form

By signing below, I acknowledge that I have received, reviewed, understand and will comply with the policies explained in The Shafer Center BILLING POLICIES form.

Child's Full Name (please print): \_\_\_\_\_

Parent/Guardian 1 Name (please print): \_\_\_\_\_

Parent/Guardian 1 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian 2 Name (please print): \_\_\_\_\_

Parent/Guardian 2 Signature: \_\_\_\_\_ Date: \_\_\_\_\_